

PROFESSIONAL



Parent Dialogue



Parent Dialogue

— Written Dialogue



STEP 0

Get ready

Stay curious

Read between the lines – what may matter most to the parent?

Read the message carefully and consider

Are there any direct questions I need to answer? Are there any indirect questions?

- Is there anything I would be better off not commenting on?
- Identify the key words in the parent's message so you can reflect them in your reply

Reply promptly

Acknowledge the message quickly and explain that you will send a more detailed reply later if you do not yet have the time or information to respond properly.

Find calm

Consider whether you are in the right frame of mind to reply. If not, seek guidance from a colleague.



STEP 1

Create focus and align expectations

Mirror the parent's language

For example, begin with *Hello...* or *Dear...*

Acknowledge positively

Thank you for writing to me about...

Bring the main point to the front

Am I right in understanding that what matters most to you is...? (use the key words)

Clarify the purpose of your reply

I will do my best to answer your questions about... I hope this helps to clarify...



STEP 2

Ask follow-up questions and explore

Show empathy

I can understand that this has been difficult... that you have been worried.

Summarize the parent's concern or wish

You write that you would like to... (use the key words)

Ask follow-up questions

Would it be helpful if I shared some of what we have noticed?

Suggest possible solutions

I would like to share a few suggestions for what we can do in this situation... Could that be helpful for (child's name)?



STEP 3

Wrap up and agree on next steps

Agree on next steps

What will happen now is that we will...

Keep the dialogue open

If my reply raises any questions or thoughts, you are very welcome to write or call me again.

Round off

End in a neutral and friendly way, for example with *Kind regards*.

NOTE: When the dialogue with the parent has started in writing, pause for a moment before replying automatically in writing. Consider, if it would be more helpful to call instead?